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SERIAL NUMBER 10/645,438	FILING OR 371(c) DATE 08/21/2003 RULE	CLASS 709	GROUP ART UNIT 2109	ATTORNEY DOCKET NO. 920673-94702
APPLICANTS Tony McCormack, Galway, IRELAND; Nithyaganesh Kirubalaratnam, Galway, IRELAND; Neil O'Connor, Galway, IRELAND; ** CONTINUING DATA ***** <i>none RDT</i> ** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 11/15/2003				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>RDT</i> Allowance <i>RDT</i> Examiner's Signature Initials		STATE OR COUNTRY IRELAND	SHEETS DRAWING 5	TOTAL CLAIMS 16
			INDEPENDENT CLAIMS 9	
ADDRESS 23644				
TITLE Management of queues in contact centres				
FILING FEE RECEIVED 1254	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	